**Smart Hands Studio – Complaints Policy**

**1. Policy Statement**

At Smart Hands Studio, we aim to provide a high-quality, enjoyable, and safe experience for all children and families. We value feedback from parents, carers, and visitors, and we see complaints as an opportunity to learn and improve.

We take all concerns seriously and aim to resolve them promptly, fairly, and in a way that maintains trust and respect.

**2. Aims of the Policy**

This policy is intended to:

* Provide a clear and simple process for raising a concern or complaint.
* Ensure complaints are dealt with fairly, consistently, and in a timely manner.
* Protect the dignity of everyone involved and maintain confidentiality where appropriate.
* Help us reflect and improve on our services where necessary.

**3. Raising a Concern Informally**

If you have a concern or are unhappy with any aspect of our service, please speak to a member of staff as soon as possible. Most concerns can be resolved quickly and informally through discussion.

You can speak to the session leader at the time, or contact the owner/manager after the session using the contact details below.

**4. Making a Formal Complaint**

If you feel that your concern has not been resolved informally, or you prefer to make a formal complaint, please do so in writing by email or letter.

When making a complaint, please include:

* Your name and contact details.
* Details of the complaint, including dates, times, and names if relevant.
* Any steps already taken to try to resolve the issue.

We aim to acknowledge all written complaints within **3 working days** and provide a full response within **10 working days**, after investigating the matter thoroughly.

**5. How Complaints Are Handled**

* Your complaint will be handled by the owner/manager.
* We will listen to your concerns, gather information, and seek to understand the situation fully.
* We may ask to meet or speak with you to discuss the matter in more detail.
* We will explain what action we plan to take to resolve the issue and any changes we intend to make as a result.

If a complaint involves the safety or wellbeing of a child, we will prioritise safeguarding at all times and follow our Safeguarding Policy as appropriate.

**6. Safeguarding Complaints About the Owner/Manager**

If your complaint relates to a **safeguarding concern about the owner/manager**, it will be referred immediately to the **Local Authority Designated Officer (LADO)** for independent oversight, in line with statutory safeguarding procedures.

We are committed to full cooperation with the LADO and any safeguarding investigations, and to keeping all children safe from harm.

**7. Confidentiality**

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to resolve the issue properly, or where required by safeguarding procedures.

**8. Contact Details**

**Smart Hands Studio**
Email: smarthandsclub@gmail.com
Phone: 07956111483

If you remain dissatisfied after following this process, you are entitled to seek independent advice or support from relevant external bodies.

**9. Review of This Policy**

This policy is reviewed annually to ensure it remains clear and effective.

**Signed:**
Charlotte Cala
Date: 16-07-25
Next review date: 16-07-26